

BOOKING TERMS AND CONDITIONS

The terms and conditions for booking our villa are listed below. Please keep this sheet for your reference. We ask that you sign below in acknowledgement of these terms and conditions for your booking reservation and your stay whilst in Florida.

BOOKINGS

The signing of the booking form by the party leader confirms acceptance of the terms and conditions set out and shall be binding on the persons listed on the booking form intending to occupy the premises (or any subsequent amendments to this list).

Should the home be over occupied-you will be removed from the property with no refund. Should it be found upon departure evidence of over occupancy, the security deposit will not be returned.

No all male parties or parties of guests who are under the age of 21 will be accepted. No pets allowed. For the comfort of guests this is a no smoking villa.

To ensure comfort, security and peace of mind our home is registered with the state authorities and is in full compliance with all relevant legislation.

The community of Glenbrook does not allow on street parking. Trailers and recreational vehicles are strictly prohibited.

RENTAL PERIOD

Stays of 5 nights or less will incur a cleaning fee of £60

The villa is available for occupation from **4pm** local time on the day of arrival and is to be vacated by **10am** on the morning of departure. Vacating after 10am may incur a charge equivalent to one days accommodation cost unless previously agreed with the owner or Management company. Guests can arrange authorization to arrive earlier or depart later if the villa is empty.

PAYMENT

Together with your completed booking form a non-refundable deposit of £150 per week is due within 7 days of your provisional booking. Upon receipt of your deposit we will send you confirmation. Payment of the balance is due 8 weeks prior to your arrival date. Assuming receipt of the same, we will send out directions and lock box number to your villa a week prior to your arrival. Failure to pay final balance within 8 weeks prior to your arrival may lead to cancellation of your reservation and loss of deposit.

SECURITY DEPOSIT

The client is solely responsible for any damage or breakages that may be caused to the property or its contents during your stay. We require a £250 refundable security breakage deposit to be paid with your balance prior to travel. This deposit will be repaid to your party by cheque as soon as the management company has reported no damage and that you have returned the keys. Our local management company checks the home before your arrival and after your departure and will advise us of any damage/loss. This may include additional cleaning costs for removal of stains due to spillages or stains. We reserve the right to retain the security deposit (either in part or full) to cover damage or non-return of keys. Receipts for repairs/replacements will be provided in the unlikely event that such retention of the security deposit is necessary. Plus further documentation or photographs can be provided if requested. We reserve the right to pursue a guest for recompense for any and all damages caused which may exceed the value of the security deposit and will require payment within 14 days of being served notice of this. Florida has a sub tropical climate and care must be taken with food that is left uncovered. Uncovered food can attract insects very quickly. Any added cost for pest control services incurred for lack of care may be passed on to you.

Should the property be found in an unacceptable condition (excessive trash, excessive laundry or generally neglected) we reserve the right to retain the total security deposit plus further costs if required. A list of departure instructions will be provided in your home to help with your departure of the property. We recommend you use this as a checklist upon your departure to reduce the risk of any charges.

CANCELLATION BY GUESTS

In the event of your party needing to cancel, the following conditions will apply.

- 5-8 weeks prior to departure 50% of the total charge
- Any cancellation within the final five weeks will regrettably result in the loss of the whole booking fee (not including the security deposit)
- Failure to pay the final balance by the due date (8 weeks prior to arrival) may result in loss of the booking and deposit. If we do not receive the payment we will endeavour to contact the guest but if we receive no payment or communication, then unfortunately we reserve the right to cancel the booking and retain the deposit. If you do have a problem please contact us as soon as possible to discuss the matter.
- We recommend that all guests take out holiday, injury, medical and cancellation insurance cover at the time of booking.

CANCELLATION BY THE OWNERS

In the unlikely event that personal circumstances necessitate cancellation of the booking the owner is obliged to refund any monies paid by the party (without interest, compensation or consequential loss of any kind).

Force Majeure: The owners and their agents accept no responsibility or liability for any loss or damage or alterations to the terms of this booking caused by events beyond our control including, but not restricted to, war, civil commotion, flight delays or cancellations, technical difficulties with transportation, alteration or cancellation of schedules by carriers, adverse weather conditions, fire, flood, industrial dispute or any other event beyond our control.

DIRECTIONS KEYS AND CODES

It is your sole responsibility to ensure you have all documentation relating to the directions to your home together with the lock box codes for access to the keys to your property BEFORE you depart for your holiday. For security measures, lock boxes may be changed at last minute at management’s discretion. Should you not be able to gain entry, you MUST call the emergency number for the access code on the day of your arrival. No compensation or refunds will be given for non-entry to the property should a call not be made at the time of your arrival. If you call out of hours, please leave your name and a contact number and you WILL be called back.

POOL & SPA HEATING/ CONDITION OF POOL

The spa and pool are under the care of contractors, they are serviced and chemically balanced weekly. It is possible in between services the pool may lose minimal water or chemicals or show signs of dirt (especially in stormy weather). We invite you to use the brushes provided in between services to keep the pool in good condition. Any major concerns are to be reported to the management company. Spa and pool heaters are made up of electrical and mechanical components, which can malfunction. Neither the vendor nor the management company will be held responsible for the failure of the same however we will do everything within our power to remedy the difficulty as soon as possible.

Spa and pool heat can also be affected by the external temperature, especially in the cooler months. If the heater is found to be operating correctly but not providing heated water due to the temperatures, neither refund nor compensation will be given. You are to report immediately if your pool is not heated. Should a problem be located with the heater-you will be refunded from the day you report the problem with no further compensation. Spa and pool call outs are only during working hours. Should guests require attention that is non-emergency related (i.e. pool not heating) there will be a call out charge of \$50.00. Spa and pools are scheduled to be turned on the morning of your arrival date. Please note they take 24 hours to heat up.

NOTE –The house has child safety fences and pool door alarms.

According to Chapter 515.33 of the Residential Swimming Pool Safety Act: Anyone tampering with or disconnecting pool alarms commits a misdemeanor of the second degree, punishable by a \$5000 fine or one year in jail. The management company will charge a minimum fee of \$75.00 per alarm for its repair/replacement Please do not tamper with the pool alarms.

SAFETY & SECURITY

To comply with state fire regulations under no circumstances may more than the maximum number of persons identified on the booking form occupy the property. The swimming pool and its equipment are used entirely at the guest’s own risk. No diving is allowed and children must be supervised at all times whilst in the pool area. Glass is not permitted in the pool area at any time. Please use the plastic items provided.

COMPLAINTS

In the unlikely event of a complaint arising whilst you are on holiday (relating to our villa) you should immediately contact our local management company who will seek to resolve the matter speedily. Your satisfaction with our villa is paramount to us and should you consider that the matter is of a serious nature, you must contact the management company DURING your stay and not upon your arrival home. However, if the problem has not been reported to the management company during your stay we cannot accept any responsibility.

DISCLAIMER

LIABILITY-The property is privately owned and neither the owners nor management company accept any responsibility whatsoever for personal injury, accidents, loss or damage to persons or personal effects, however caused.

The owners and Management Company reserve the right of entry to the property at any time. (This includes such workers as pool maintenance, gardeners etc.)

Brochure/website description: whilst all information supplied in the brochure/website is deemed to be correct to the best of our knowledge, it is understood that the information is for guidance purposes only and does not form any part of contract.

LAW

This contract is subject to and shall be constructed in accordance with the laws of England and the parties hereby submit to the exclusive jurisdiction of the English courts.

The return of a completed booking form will acknowledge receipt and agreement of these Booking Terms and Conditions.

Signature of party leader..... Date.....

